



# Division of Family Resources

## Training Team July 2019



## Intuitions: Action History

The Action History page in IEDSS is equivalent to the ICES screens IQCT and IQWT. It is an audit trail that displays who has previously worked a case and what actions were taken.

This edition of IEDSS Intuitions will demonstrate the step-by-step process for accessing and utilizing IEDSS Action History.

“If you don’t know your history,  
then you don’t know anything.

You are a leaf that does not  
know it’s part of a tree”

- Michael Creighton

**Step 1:** Select the “Others” caret from the top navigation menu. This will open up a drop down menu. Select “Action History” from the drop down menu.

The screenshot shows the IEDSS application interface. At the top, there is a navigation bar with the following items: Application Registration, Scheduling, Data Collection, Eligibility Determination, Redetermination, and Others. The 'Others' item has a caret (^) next to it, indicating a dropdown menu. The dropdown menu is open, showing the following options: IPV Investigation, Office Management, Security, Bulletins, Action History (highlighted with a red circle), Document Management, and Fair Hearing. Below the navigation bar, there is a 'QUICK JUMP' section with two input fields: 'Case or Application #' and 'Action:'. The 'Action:' field has a dropdown arrow. A 'GO' button is located below the 'Action:' field. On the right side of the screen, there are links for 'Pending Ta', 'Create Task', and 'Phone Scre'.

**Step 2:** This will open the Action History sub-navigation menu. Click on Action History.

The screenshot shows the IEDSS application interface with the 'Action History' sub-navigation menu open. The navigation bar at the top now includes 'Action History' with a caret (^) next to it. Below the navigation bar, there is a search bar with the text 'Search Action History'.



# Intuitions: Action History

**Step 3:** The View Action History page will display. Complete the necessary fields.

There are several options for exploring Action History. Here we will review searching by Case and by User.

**Searching Action History for Specific Case:** click the drop down menu on **Context Type** and select **Case Number** from the drop down menu.

Application Number  
Case Number  
Claim Number  
EDG Number  
Fair Hearing Number  
Individual Id  
Provider Id  
User Id

## View Action History

### SEARCH

Page Name:

Context Type:

Context Id:

Audit User ID:

Action:

Transaction Start Date:\*

Time:

Transaction End Date:\*

Time:

SEARCH

Enter the case number in **Context ID** and click **SEARCH**. Refer to page 3 for more detail.

Use the **Transaction Start Date** and **Transaction End Date** to choose the time period during which you want to review. If you do not change these dates, the system will default to the current date for both the start and end date and will only display actions taken on the current date.

**Searching Action History for Specific User:** click the magnifying glass on the **Audit User ID** line. Refer to Page 4 for more detail,



# Intuitions: Action History

## Viewing Action History by Case

Time and date the action was taken.

Name of the page on which action was taken

FSSA user ID

Action taken on the case (e.g., page was viewed, case notes were

Context selected during the search

### ACTION HISTORY RESULTS

Time Stamp	User ID	Page Name	Action	Context	Context type	
06-25-2019 03:38 PM		Eligibility Determination Results	View		Case Number	5-d
06-25-2019 03:38 PM		Medicaid Notice Reasons	View		Case Number	5-d
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	5-d
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	5-d
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	5-d
06-25-2019 10:00 AM		Finalize Eligibility	View		Case Number	5-d
06-25-2019 09:59 AM		Case Notes	Add		Case Number	5-d
06-25-2019 09:55 AM		Case Notes - Search	View		Case Number	5-d
06-25-2019 09:55 AM		Finalize Eligibility	View		Individual Id	5-d



# Intuitions: Action History

## View Action History by User

Clicking on the **Audit User ID** will bring up the Search Users page.

Search by entering the users name or FSSA ID.

Click **SEARCH**. Review the **SEARCH RESULTS**, and mark the circle next to the desired user. Click **SUBMIT**.

Search Users - Internet Explorer

### Search Users

SEARCH CRITERIA

First:   
Middle:   
Last:   
User ID:   
User Type:   
Status:   
Office Location:   
Role Name:   
Preferred Name:   
[reset form](#)

SEARCH RESULTS

User ID	First	Last	Preferred Name	Status	Office Location	Last Login	
fssa. [redacted]	[redacted]	[redacted]	[redacted]	Active	Central Office	06/28/2019 16:14:50	<input checked="" type="radio"/>

Page 1 of 1 | 10 | View 1 - 1 of 1

This will return the **ACTION HISTORY RESULTS** by user. The Context will show what case number the action was completed in.

### ACTION HISTORY RESULTS

Time Stamp	User ID	Page Name	Action	Context	Context type	
06-27-2019 11:26 AM	fssa. [redacted]	Welcome	View	No Context Found	No Context Found	[icon]
06-27-2019 11:26 AM	fssa. [redacted]	Case Notes	View	[redacted]	Case Number	[icon]
06-27-2019 11:26 AM	fssa. [redacted]	Case Notes - Search	View	[redacted]	Application Number	[icon]
06-27-2019 11:25 AM	fssa. [redacted]	Case Notes	View	[redacted]	Case Number	[icon]
06-27-2019 11:25 AM	fssa. [redacted]	C				
06-27-2019 11:25 AM	fssa. [redacted]	C				
06-27-						

**TIP:** If you receive a **Random Moment Sample (RMS)**, you can use **Audit User ID** to determine the case number you were working on and what action was taken during the date and time on the RMS.